



Sygic GPS Navigation for Android - User Guide

Manual

1 — Last update: June 13, 2014

Sygic

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Prologue

Dear customer,

Thank you for choosing Sygic GPS Navigation.

Sygic GPS Navigation software is a complete navigation system with **realistic 3D maps**, accurate search and precise route computing. **Sygic GPS Navigation** goes beyond professional car navigation, supporting pedestrian navigation and basic level for outdoor activities.

We wish you a pleasant and safe journey.

Sygic | Bringing life to maps



Getting started

Sygic GPS Navigation is offline navigation software and does **not require online connection** to operate. Online connection is only necessary during initial installation and activation of the software and for installing **maps and updates**.

Online connection is also necessary for optional **add-on services** such as Traffic information and crowd-sourced Police trap alerts.

Your safety and the safety of your passengers is of utmost importance, that is why you should always plan your route before the **beginning of the journey**. Also make sure that you have installed **all maps and updates** while in the comfort of your home or at a place with solid Wi-Fi connection. For longer trips make sure that you have a **compatible charger** to avoid draining the device battery.

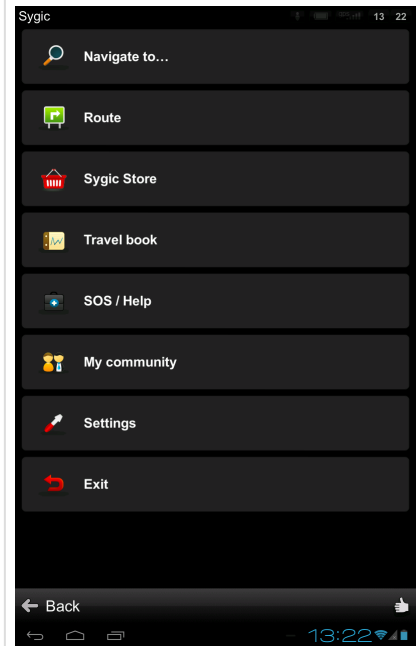
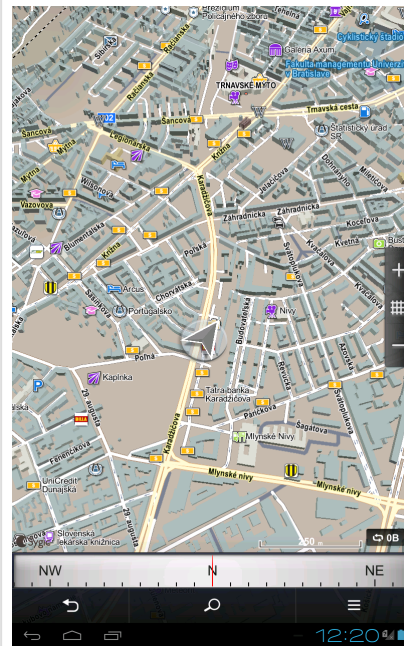
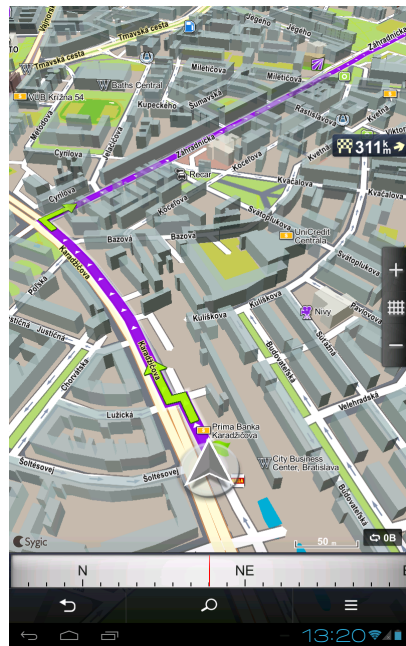
Compatibility:

Device specifications	Minimum requirements	Recommended requirements
Processor frequency	600 MHz Single Core	Dual-Core 1.2 GHz
Memory (RAM)	512 MB	1 GB
Graphics card	Adreno 200 or better	Adreno 220 or better
Android version	2.3.x	4.x
Free space	150 MB	150 MB

Please note: Your device needs to support **Google Play Store** in order to install the application. Custom ROM is also not supported as we cannot guarantee compatibility with other than stock ROM from the manufacturer. **150 megabytes** of free space in your internal memory is required in order to install the application and resource files.

In **Navigation Mode** (Pic.1), the software tracks your position for visual reference of the route and map around you. (Please note that it is necessary to have GPS Module enabled on your device during usage). If you want to explore other locations, drag the map with your fingers to switch to **Map Browsing Mode** (Pic.2). To select destinations, review information about your route and alter settings, go to **Menu** (Pic.3).

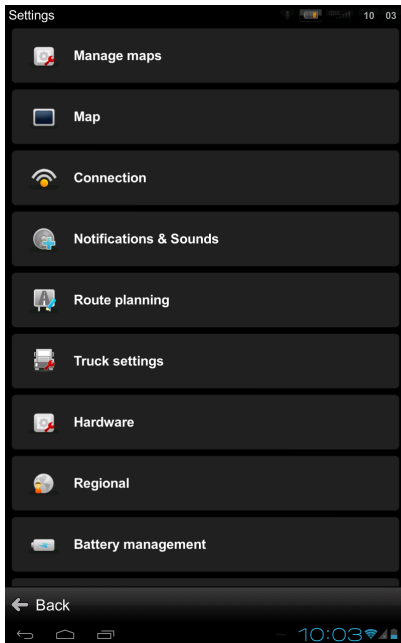
(Pic.1) Navigation mode	(Pic.2) Map browsing mode	(Pic.3) Menu screen
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Personalise your navi

If you want to **personalise** your settings, it is enough to go to **Menu > Settings**, and pick which setting you would like to modify.

Menu>Settings



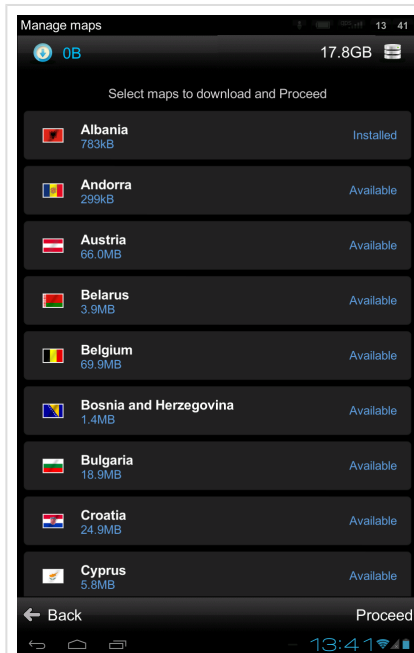
Please note, that you can easily use Sygic GPS Navigation without changing anything in Sygic settings.

Manage maps

You are able to manage your purchased map packages in **Manage maps** menu

To do so, just go to:

Menu > Settings > **Manage Maps**



Map

You can easily personalise your **map settings** by going to **Menu > Settings > Map**, and pick which setting you would like to modify:

- **Colour scheme**
Switch between Day/Night color scheme. Default setting is automatically switching between Day/Night colors
- **Point of interest**
Choose which categories of POI you wish to see on the map. POIs are visible in Map browsing mode and hidden in Navigation mode
- **Buildings**
Switch between Elevated / Footprint / Off
- **Landmarks**
Switch landmarks on/off
- **Signpost info**
Switch signpost on/off
- **2D/3D map view**
Switch between 2D/3D map view
- **North up**
Enable to keep the maps always north up.

- **Lane guidance**
Switch between Dynamic/ Simplified/Off
- **Data traffic counter**
Enable to monitor data usage
- **POI on route**
Choose which categories of POI you wish to see on the route. Switch between Dynamic/Always on/ Off.
- **Autozoom**
Automatically zooms-in and out of map in Navigation mode for optimal overview of the route ahead.
- **Photos**
Turn on to see photos on map in Map Browsing mode.
- **Friends**
Turn on to see photos on to Friends using Sygic Navigation on map in Map Browsing mode.
- **Traffic info**
Turn on to see Traffic on map. An ad-on service
- **Fullscreen**
Fullscreen mode for smartphone devices.
- **Current street**
Enable to see current street.
- **Junction view**
Enable to see junction view.
- **Lock screen rotation**
Prevents automatic rotation – for bikers.
- **Font size**
Choose font size

Connection

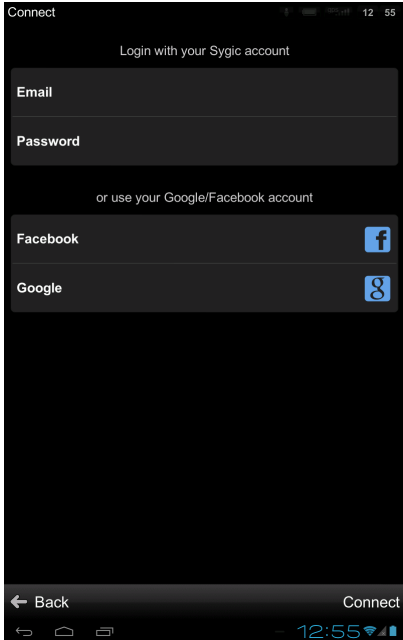
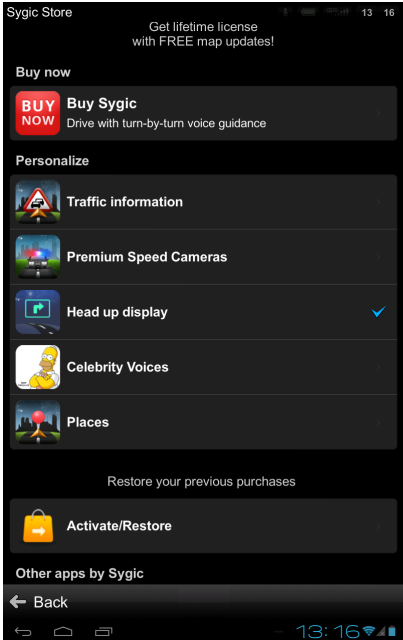
Creating a **Sygic account is free** of charge. If you purchase any item from Sygic online shop at www.sygic.com , the email used for making a purchase becomes your Sygic account.

You can log in to Sygic GPS Navigation with **multiple types of accounts**:

- **Sygic** (recommended)
- **Facebook**
- **Google**

To do so, it is enough to go to **Menu > Settings > Connection**.

After succesfull login you will be able to use additional features via Sygic Store, such as **Traffic**, **Head Up Display**, **Celebrity voices**, **Premium Speed Cameras** etc.

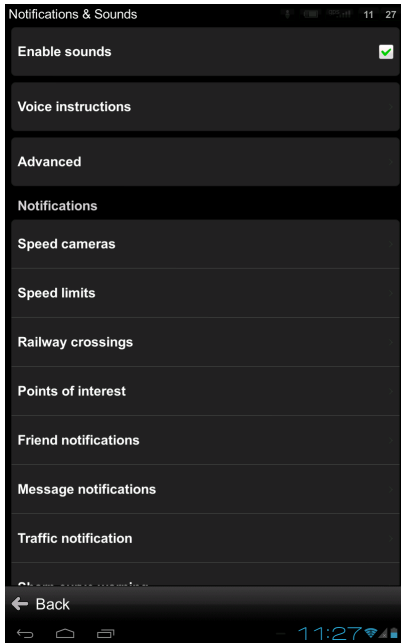
Menu > Settings > Connection > Connection	Menu > Sygic Store
	

Notification & Sounds

- **Enable sounds**
Enables/Disables sounds.
- **Voice instructions**
Enables/Disables Voice instructions.
Enables/Disables Road numbers.
- **Advanced**
Enables/Disables Phone speaker
- **Notifications** – Set sounds of notifications for:
 - Speed cameras
 - Speed limits
 - Railway crossings
 - Points of interest
 - Friend notifications

- Message notification
- Traffic notification
- Sharp curve warning
- Offroad

Menu > Settings > **Notification & Sounds**



Route planning

- **Avoid toll roads**
Choose between Yes/ No/Always ask
- **Avoid unpaved roads**
Choose between Yes/ No/Always ask
- **Avoid motorways**
Choose between Yes/ No/Always ask
- **Avoid ferries**
Choose between Yes/ No/Always ask
- **Route computing**
Choose between Fastest/ Shortest/Economic route

- **Traffic incidents**

Set this preference to avoid incidents automatically

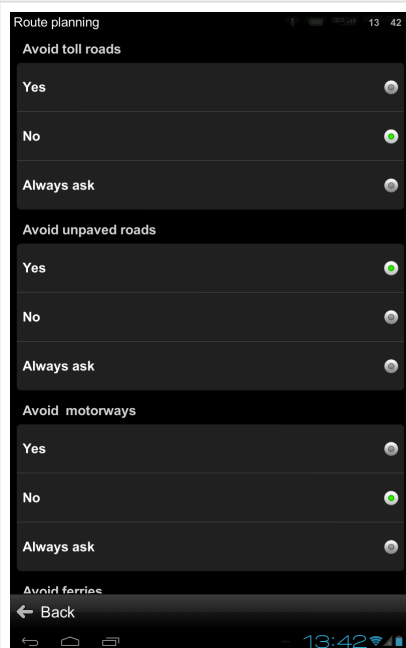
- **Backtrack**

Backtrack for Offroad. Tracks your progress when you leave mapped area and can route you back the way you came from

- **Compute alternative routes**

Set this preference to calculate alternatives when planning a route

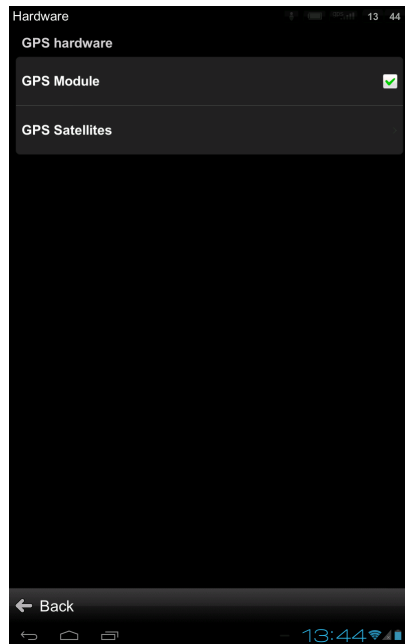
Menu > Settings > **Route planning**



Hardware

Settings for **advanced users** only. You are able to set the **GPS communication port** manually and **enhance positioning** using compass.

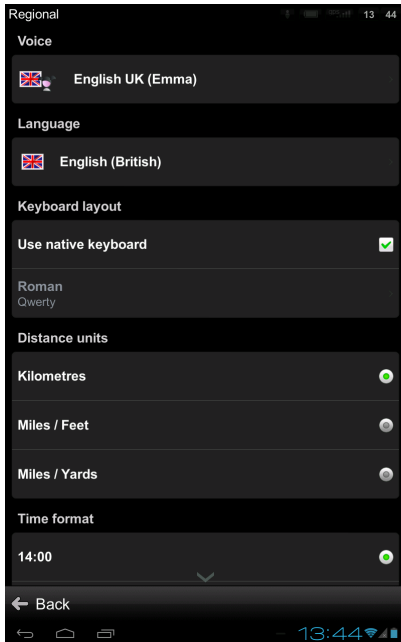
Menu > Settings > **Hardware**



Regional

- **Voice**
Set language of voice instructions.
- **Language**
Set language of user interface.
- **Keyboard layout**
Choose keyboard layout.
- **Distance units** – Kilometres/Metres – Miles/Feet – Miles/Yards
- **Time format** – 14:00 – 2:00 PM – 2:00
- **Temperature**
Temperature in Celsius/Fahrenheit
- **GPS Coordinates**
Set entry detail(degrees, minutes, seconds)

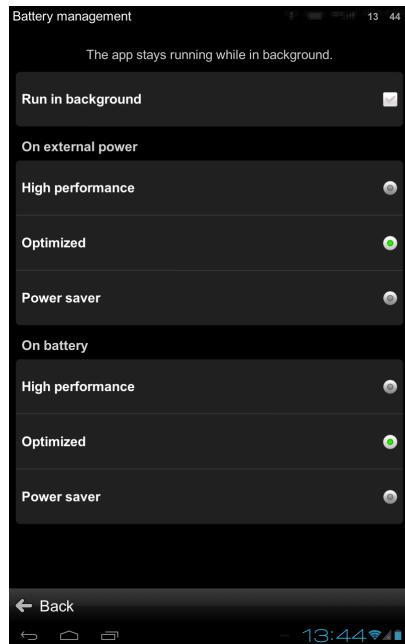
Menu > Settings > **Regional**



Battery management

- **Run in background**
On smartphone/tablet devices the app stays running while in background.
- **On external power**
Choose High performance/Optimized/Power saver
- **On battery**
Choose High performance/Optimized/Power saver

Menu > Settings > **Battery management**

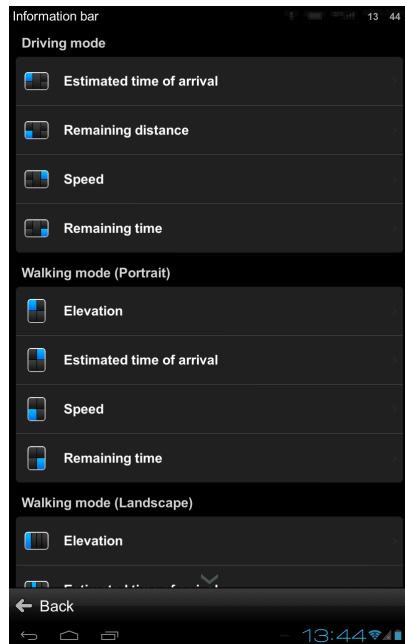


Information bar

Set which information you want to see on **Information bar** in driving or walking mode.

- Estimated time of arrival
- Speed
- Elevation
- Remaining distance
- Time
- Signal level
- Route length
- Travelled distance

Menu > Settings > **Information bar**



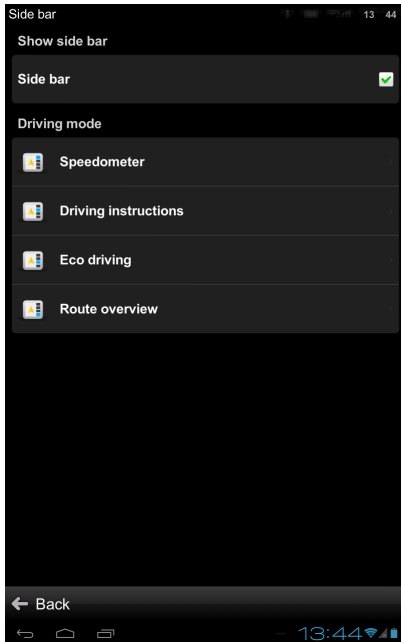
Side bar

Switch **sidebar** for tablets on/off.

Choose information that will be displayed in the **sidebar** while driving:

- Traffic on route
- Driving instructions
- Eco driving
- Speedometer
- History
- Favorites
- Route overview

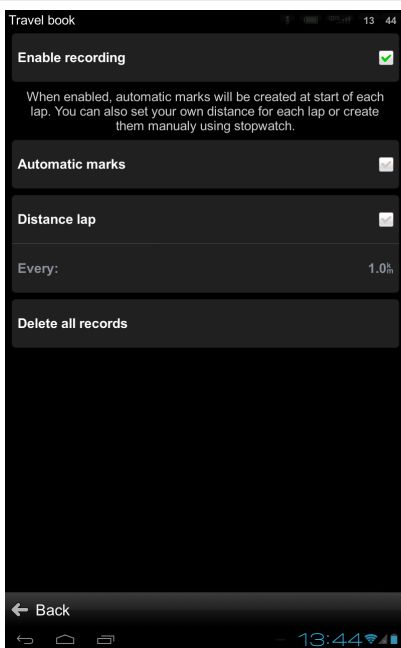
Menu > Settings > **Side bar**



Travel book

Set laps while in walking mode to be **Stopwatch triggered**, **Distance triggered** or on automatic **Lap detection**.

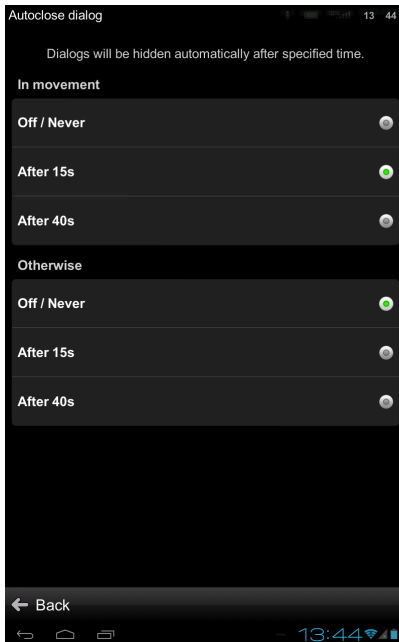
Menu > Settings > Travel book



Autoclose dialog

Dialogs will be **hidden automatically** after specified time.

Menu > Settings > **Autoclose dialog**

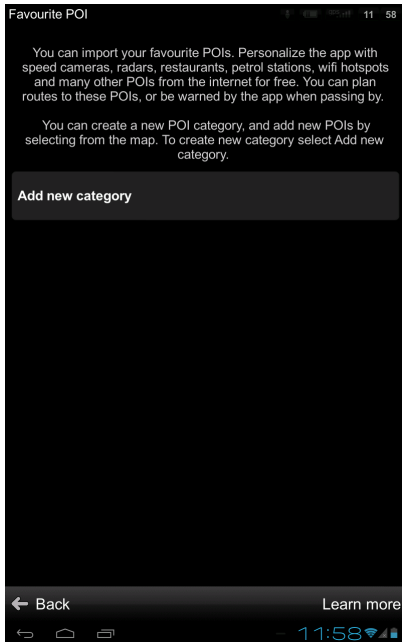


Favourite POI

You can **add your own POIs** , create new **categories** and manage them.

For more information visit www.sygic.com/poi

Menu > Settings > **Favourite POI**

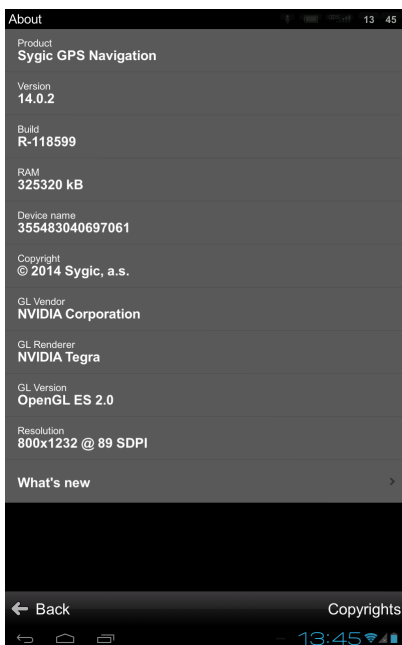


About

Information about **version**, **device code** and **available application memory**.

Please provide this information in communication with **Sygic support**.

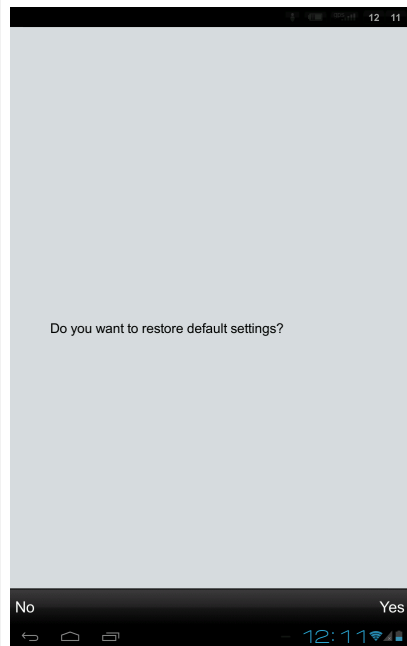
Menu > Settings > **About**



Reset to defaults

Whenever you can get back to default state of your Sygic application by resetting it to **default settings**.

Menu > Settings > **Reset to defaults**



Set up your first route

Dear customer,

this category contains information about how to **set and modify route** and all other **routing possibilities**.

Searching and Entering a Destination

This chapter includes information about **Quick search** option and “**Navigation to**” option(to Address, POI, Home, Favourite Destinations etc.)

Please, to **choose your topic**, click on particular menu item of list on the left side of this article.

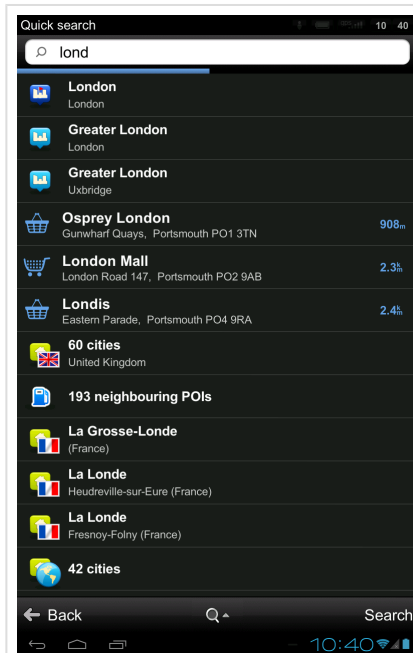
Quick search

You can look for any Address, POI, Contact, History or Favorite with the **Quick search function**. Quick search is available in:

- **Navigation mode**
- **Map Browsing mode**

Type the name of the City, Street, POI, Contact, History, or Favorite into the search field.

Quick search



If there are no results available you can continue searching with **Detailed search** or **Google local search**. To **set chosen location** as your destination, tap the **Drive to**, **Walk there** or **Travel via** button.

To select a different place altogether, tap the **Back button**.

Navigating to an address

To set your **destination** by entering its address select:

Menu > Navigate to... > Address or POI

Afterwards you can proceed to Select **City** or **Postal Code** or Select **Street** directly.

Enter the first few letters of the **City/Street name** to see a list of suggestions.

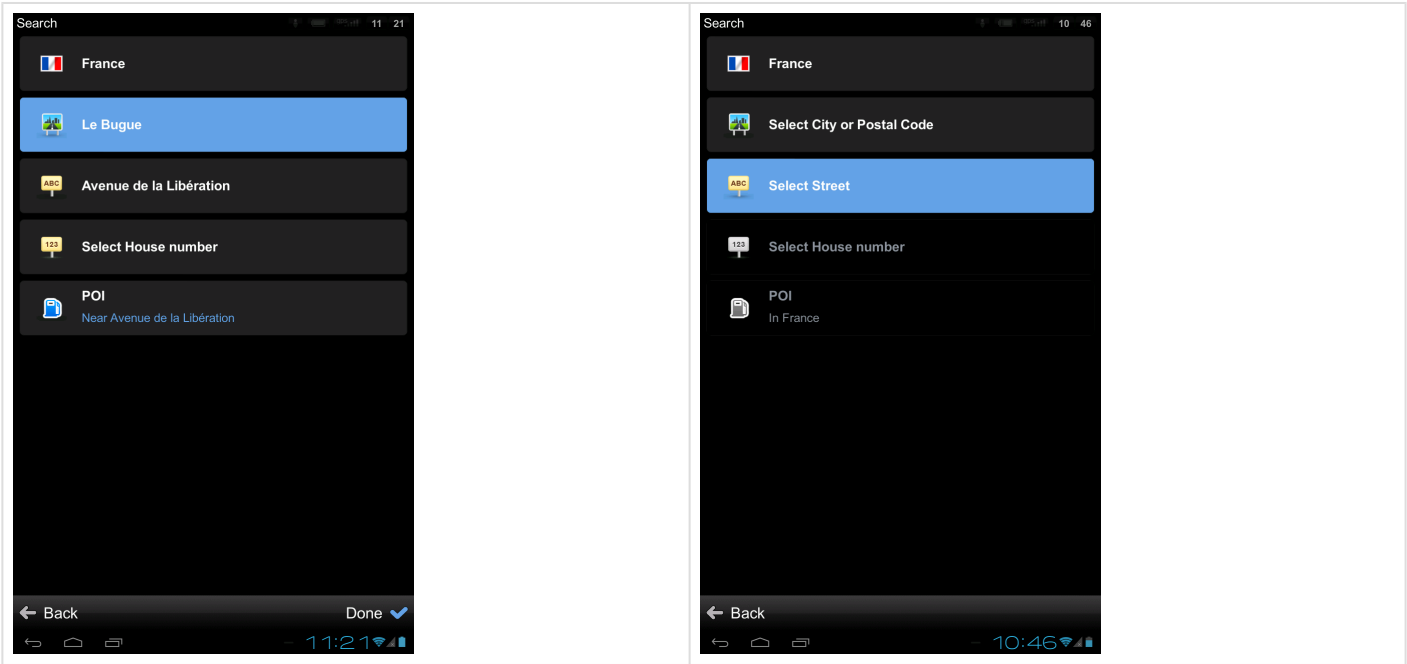
Once you select street name, you will be able to select **House number**.

To set chosen location as your destination, tap **Drive to** or **Walk there**.

Sygic supports **City-first** and **Street-first address entry**.

Navigate to > Address or POI > **City-first search**

Navigate to > Address or POI > **Street-first search**



Navigating to a Point of Interest

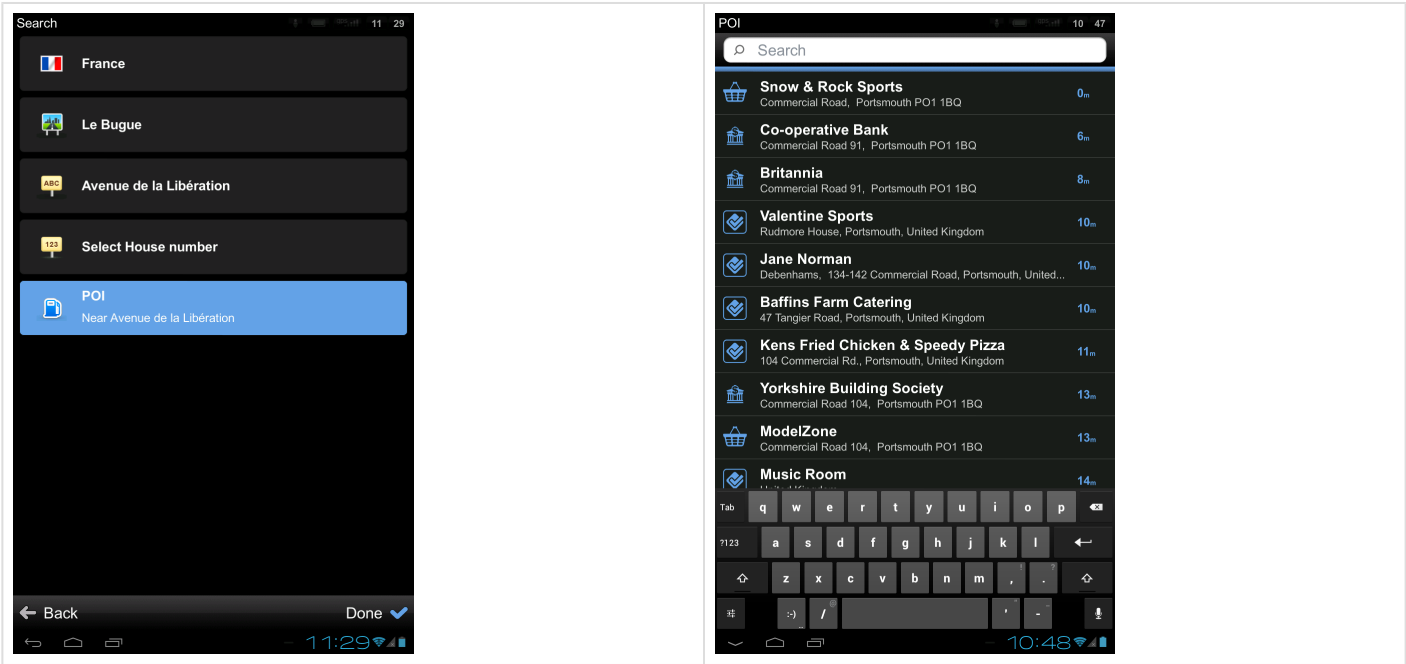
In addition to the road network, the map also contains the details of thousands of **Points of Interest** (POIs) such as gas stations, restaurants, hotels, tourist attractions and other facilities.

To **set a POI as your destination**, you have multiple options:

- **Menu > Navigate to... > Address or POI**
Finds POI near the selected address
- **Menu > Navigate to... > Nearby POI**
Shows a list of POIs near your current (or last valid) position.

In **Map Browsing Mode** tap on any location and choose **Nearby POI** from Action Menu or tap on any POI that you can see on the map.

POI near selected address	List view
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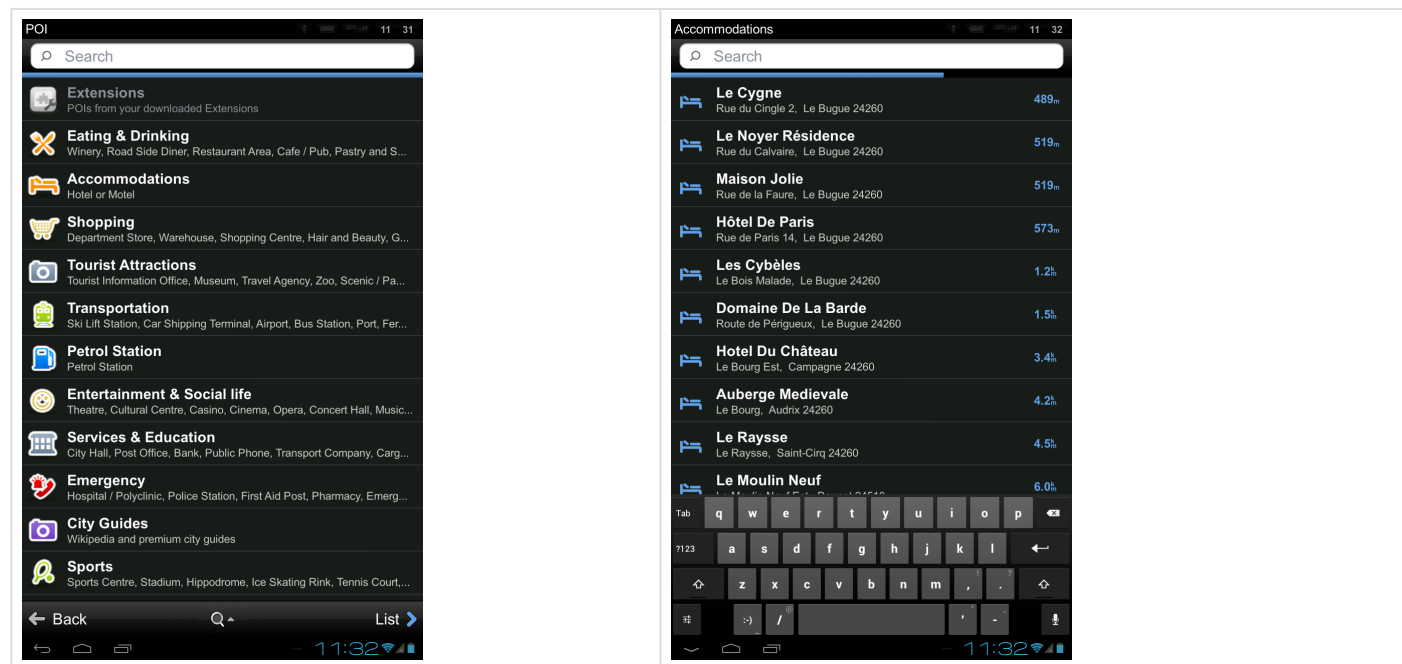
Searching POI by Categories

You can switch between:

- **Groups view** (Pic.1)
Shows POI categories and subcategories
- **List view** (Pic.2)
Shows a list of POIs nearest to chosen location

To refine your search results, tap the search icon at the bottom of the screen and type the name of the **POI** you are looking for. You can also enter partial names. When finished, the Action Menu pops up.

Pic.1 POI Groups view	Pic.2 Searching selected POI group
------------------------------	---



If you want to navigate to a **Contact** from your phone, you can select their name directly from your contact list:

Menu > Navigate to... > Contacts

In the list, scroll to the desired contact, or tap on the magnifying glass and enter their name. You can also enter partial names. Tap on the **name of the Contact** and action menu will appear. To set the address assigned to a contact as your destination, tap the **Drive to**, **Walk there** or **Travel via** button.

NOTE: To set your destination from the contact list, the selected contact must be stored with a full address.

Navigating Home

To start using this feature, you need to **set your home location** (Pic.1) first, select:

Menu > Navigate to... > Home

Following options will appear:

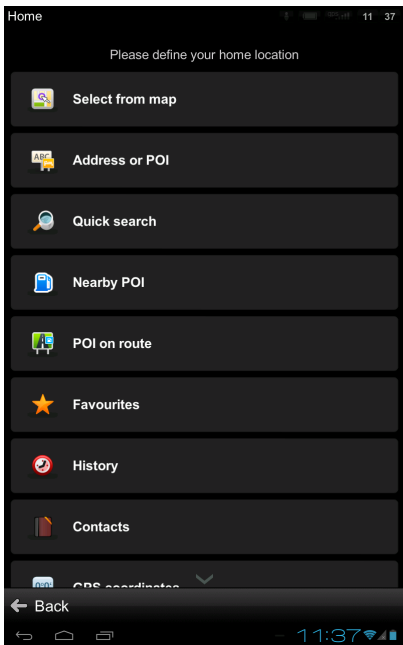
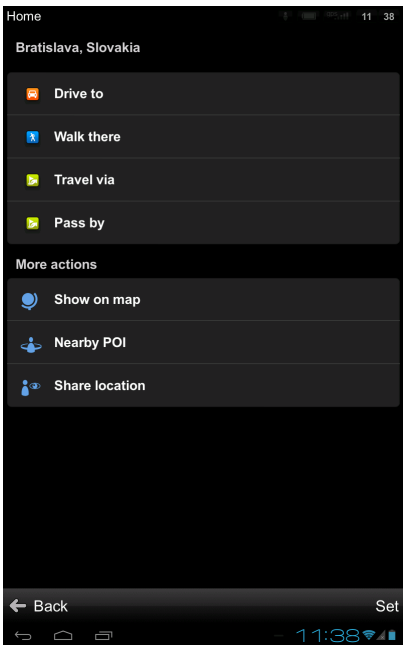
- **Current position**
Sets your last valid GPS position as your home address
- **Select form map**
Opens map browsing mode so you can select a location

- **Address or POI**

You can choose home location from particular POI or address

Once your home address is stored, you can navigate home by choosing:

Menu > Navigate to... > Home (Pic.2)

(Pic.1) Setting the Home location	(Pic.2) Navigate home
	

If you wish to **change your Home address**, tap the Set button.

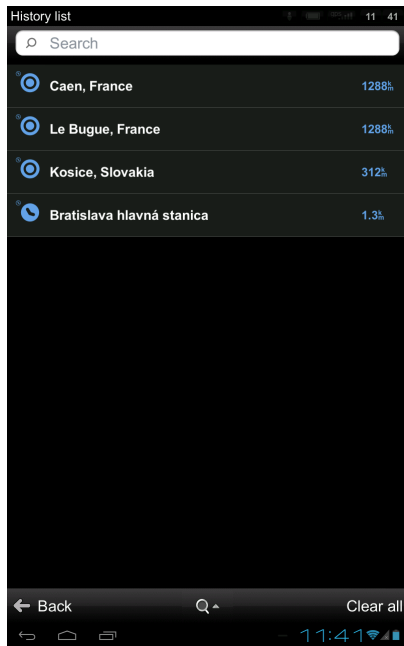
Navigating to Recent Destinations / History

Sygic keeps tracking your recent destinations, making it easy to return to a place that you have been navigated to before.

When entering an address through **Menu > Navigate to...> Address or POI** , the last address entered is preselected.

When selecting a **City** or a **Street**, the list of previous selections will appear.

You can also go directly to a list of recent destinations by selecting **Menu >Navigate to...> History** and start navigation by selecting a previous destination from the list shown.

Menu > Navigate to...> History

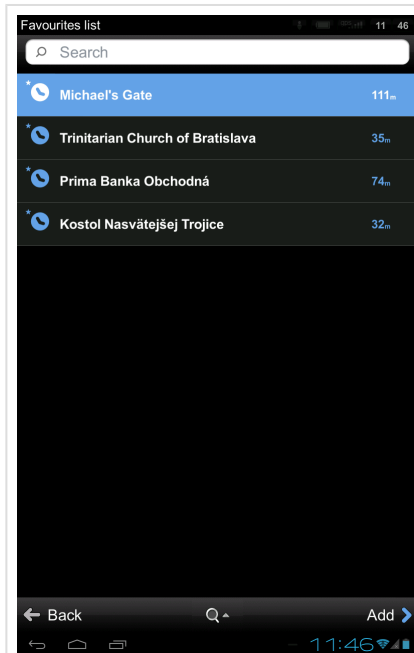
Tap on the item and select action.

Navigating to Favourite Destinations

To view the list of your **favourite destinations**, select **Menu > Navigate to...> Favourites**

You can start navigation by selecting a **Favourite destination** from the list shown.

Menu > Navigate to...> Favourites



Select the desired **Favorite destination** by tapping it and then select your next option from the Action Menu.

Adding a new Favourite destination

To add new item to the list of your **Favourite destinations** tap on **Add** then set address by choosing from following options:

- **Current position**
Sets your last valid GPS position as your home address
- **Select form map**
Opens map browsing mode so you can select a location
- **Address or POI**
You can add Favourite destination by selecting a place in the Map Browsing mode and choosing Add Favourite in the Action Menu

Choosing your route

Once you select a destination, tap the **Done** button and Action Menu with options **Drive to** and **Walk there** will appear.

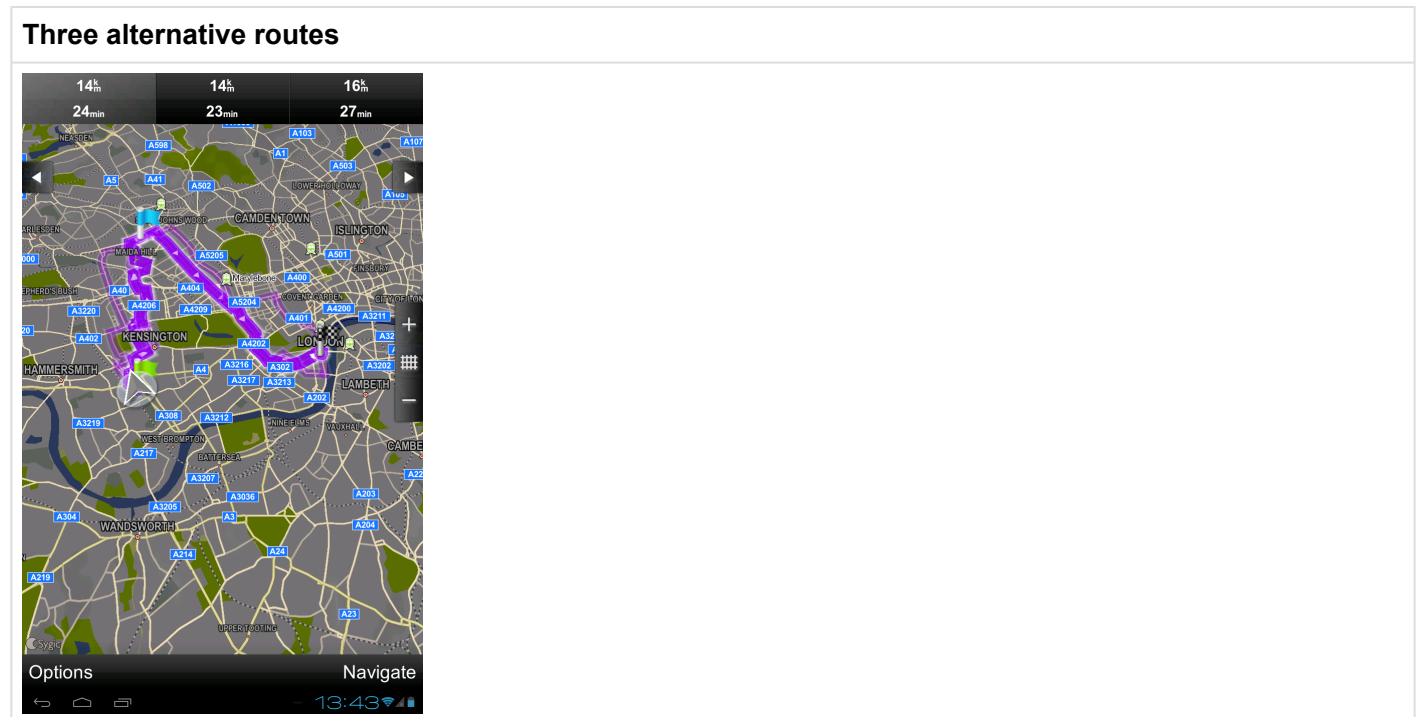
Choose navigation for **cars (Drive to)** or **pedestrians (Walk there)** to start route calculation.

If your device can determine **your current position**, your route will be calculated immediately from that position.

If your current **position cannot be determined**, please see chapter [Acquiring GPS position](#).

When route calculation is complete, the entire route is displayed on map.

If there are several **route alternatives** possible the software will offer up to three routes to choose from.



For each route the distance and time to destination is shown on the top of the screen.

You can **switch between routes** by tapping on the different route summaries on the top of the screen. Selected route will be highlighted. **Select your route** and **tap Navigate** to start navigation.

Editing & Avoiding parts of route

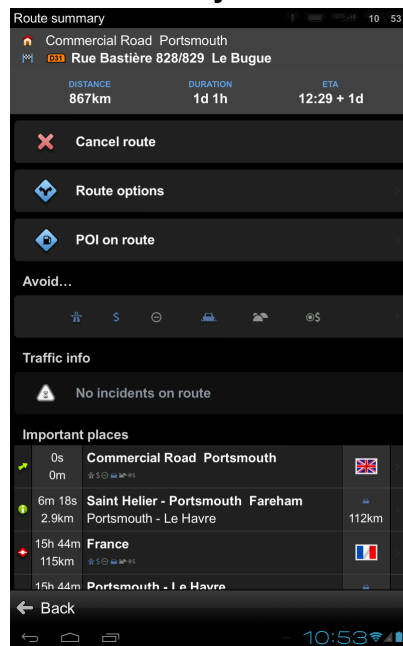
This chapter contains information about **setting and editing your Route**.

Please, to **choose your topic**, click on particular menu item of list on the left side of this article.

Route Summary

Each time a **route** is calculated, you can either choose to start navigation or tap on **Options** to access the **Route summary** for detailed information about your route and route editing options. You can also return to a planned route and enter Route summary through **Menu > Route**.

Route summary



Avoid Motorways, Toll roads, Ferries...

If there are any Motorways, Toll roads, Restricted areas, Ferries, Unpaved roads or Special areas along the route, you can **avoid them**. If you have added **waypoints** to your route, or if your route takes you through several countries you can **avoid Motorways, Toll roads, Restricted areas, Ferries, Unpaved roads, Special areas** for each via point, or each country separately by tapping on the flag of selected country.

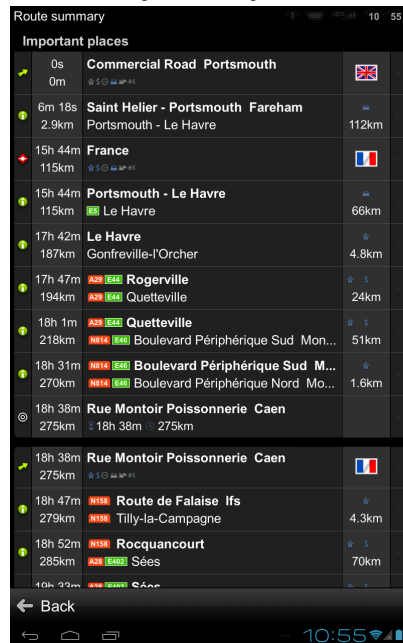
You can also **Avoid next...**

- 250 meters
- 1 kilometer
- 5 kilometers

Important places

Shows a list of **Important places** like waypoints, crossings and cities near the route. Tap on items on items on the list to modify them.

List of important places



Other options in Route summary menu

- **Cancel route**
Cancels the calculated route entirely, so you can use the navigation system only as an indicator of your current position.
- **Route options**
Lets you access the Route options submenu.
- **Traffic**
Shows traffic along your route. (Availability of the traffic service depends on your product configuration.)
- **Show all instructions**
Shows a detailed list of all junctions and directions along the route. Tap on any item on the list to view the junction on the map.

Route options - Demonstrate & Save route

Tap on **Route > Route options** to access menu with **following functions**:

- **Demonstrate**
Lets you see the calculated route as if you were driving along.
- **Show on map**
Lets you see the entire route on the map.
- **Change start point / Change destination**
Lets you change your start point or destination.
- **Travel via**
Adds a waypoint to your route.
- **Save route**
To save the route to your Saved routes.
- **Add shortcut to home screen**
Adds a shortcut to actual route to your Android device home screen.

Adding waypoints to your route

To travel through a certain place on your trip you can **add waypoints** by:

- Select a location on the map and use option **Travel via** or **Pass by** in Action Menu.
- Tap on **Route > Route options > Travel via** and set address by choosing from following options:
 - **Current position** – Sets your last valid GPS position as your home address
 - **Select form map** – Opens map browsing mode so you can select a location
 - **Address or POI**

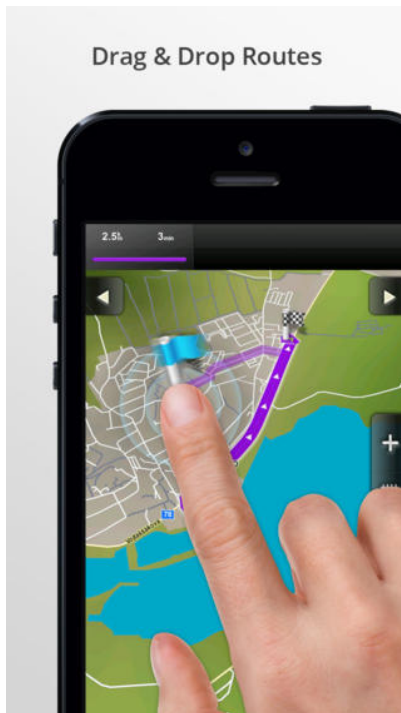
Optimize route with multiple waypoints

You can optimize a route with **multiple waypoints**. This function will reorder the waypoints and change the route in a way that will help you to **save time and fuel**.

This option is only available if the route planned contains **more than two waypoints**.

Drag & Drop route editing

In **Map Browsing mode** you can **edit the route** by holding your finger on the route a bit longer until **blue flag** appears, then drag the blue flag to a new position. The route will be altered to **pass through** that place.



Turn by turn navigation

In **Navigation mode** the navigation screen will show the map of surrounding area with the calculated route **highlighted in violet**. As you approach a junction, further directions are displayed to indicate which road to take.

In addition to turn by turn directions, the navigation screen also provides a **range of further useful information**:

1. Traffic with current delay (if Traffic is enabled)
2. Speed camera warning
3. Destination marker (if destination is within sight)
4. Upcoming speed limit change with distance to where it becomes effective
5. Estimated time of arrival at destination
6. Quick search
7. Distance to destination

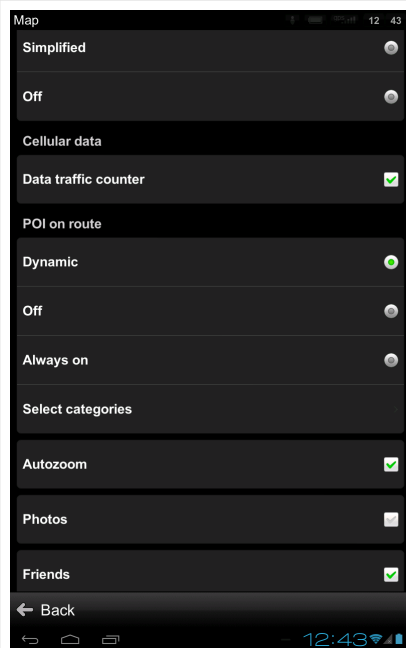
8. Next maneuver
9. Distance to next change of direction
10. Upcoming maneuver (if distance between maneuvers is short)
11. Estimated time until arrival
12. Menu
13. Current speed
14. Current road/street
15. Start point
16. Vehicle indicator (Navigation arrow)
17. Dynamic Lane Guidance
18. Speeding warning
19. Current speed limit
20. Next road/street to take

Useful database of POI

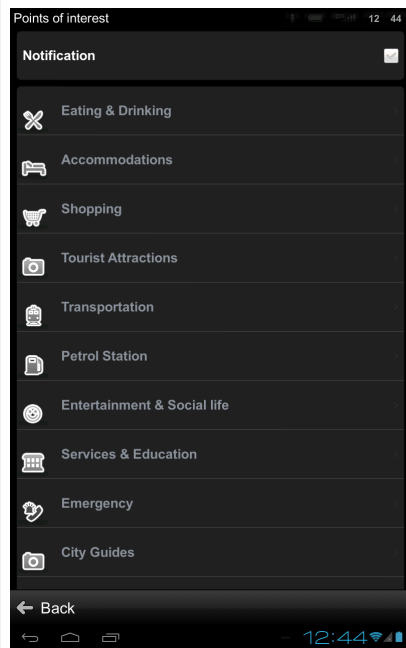
With **POI on route** option you are able to see all **POIs(Point of interests)** you need directly on your route.

You can choose any **POI category** in:

Menu > Settings > Map > POI on Route > **Select categories**



If you wish to be warned about specific POIs on route with **sound notification**, you can do so in:

Menu > Settings > Notifications & Sounds > Points of Interest

After choosing a category or a single POI, you will be able to **set notifications** in radius from **100m** to **500m** in 100m steps or turn it off.

Create an account to boost your Sygic with special features

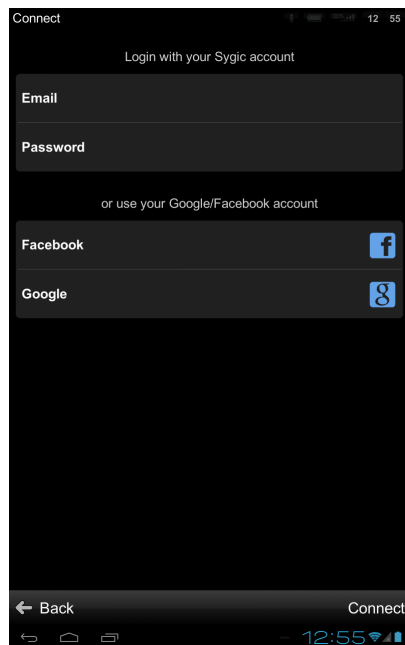
Creating a **Sygic account** is **free** of charge. If you purchase any item from Sygic online shop at www.sygic.com, the email used for making a purchase becomes your Sygic account.

You can log in to Sygic GPS Navigation with **multiple types of accounts**:

- **Sygic** (recommended)
- **Facebook**
- **Google**

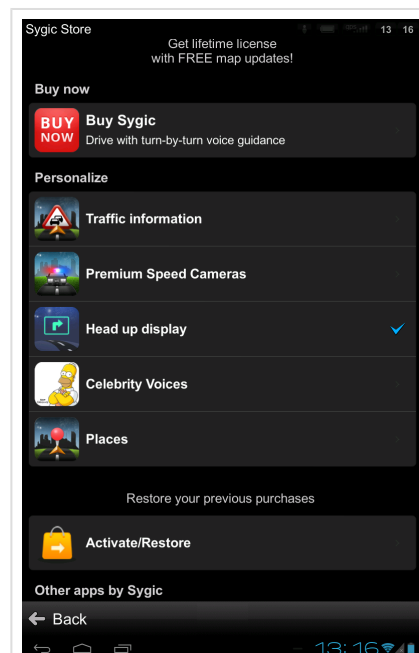
To do so, it is enough to go to **Menu > Settings > Connection**.

Menu > Settings > Connection



After succesful login with your **Sygic account**, you will be able to use additional features through **Sygic Store**, such as **Traffic**, **Head Up Display**, **Celebrity voices**, **Speed Cameras** etc.

Menu > Sygic Store



Traffic information

You can avoid delays in your everyday commute with precise, up-to-date reports on **traffic jams**, **road works** and **incidents**.

With **Traffic** you will know what lies on the road ahead and save time and fuel.

***Please note :** Traffic is an add-on service that can only be used in **Sygic GPS Navigation** apps. Traffic information is an online service that requires internet connection to work.*

How to buy Traffic

If your device is a Smartphone you can **subscribe to Traffic** within your app in:

Menu > Sygic Store > Traffic information

Visit [our Traffic webpage](#) for more information about availability and pricing of Traffic service in your region.

Traffic feature requires online connection. Depending on your product configuration you may have to sign-in with **your Sygic account**.

Menu > Sygic Store > **Traffic information**



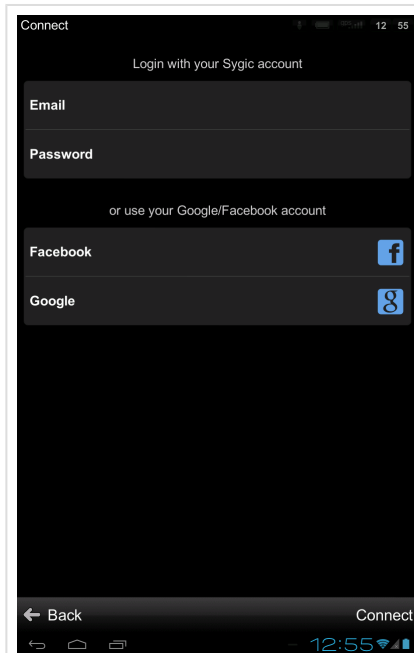
*Please note that **Traffic** is an add-on service and its availability depends on your product configuration.*

How to activate Traffic

After purchase, **Traffic subscription** is bound to the e-mail account you've used for purchasing the subscription, so it requires no product code.

All you have to do to use **Traffic** is to start our app, go into **Menu > Settings > Connection** and login with the **e-mail you've used for purchasing** the subscription.

Menu > Settings > **Connection**



How to use Traffic

To view real time alerts of traffic incidents along your calculated route, tap on **Traffic icon** (Pic.1) on the upper left side of the screen either in the **Navigation mode** or in the **Map browsing mode**.

If you go to:

Menu > Route > Traffic info

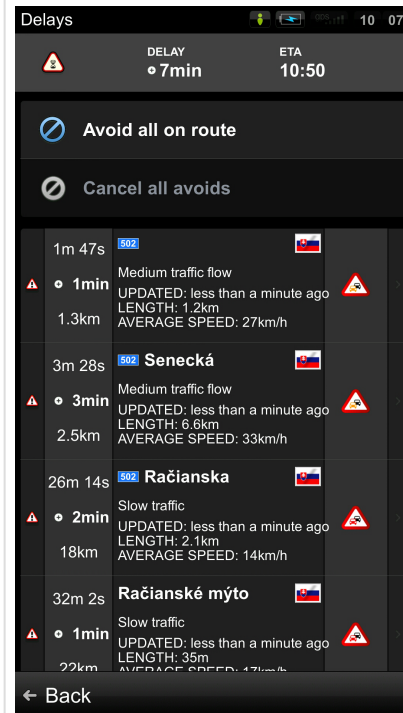
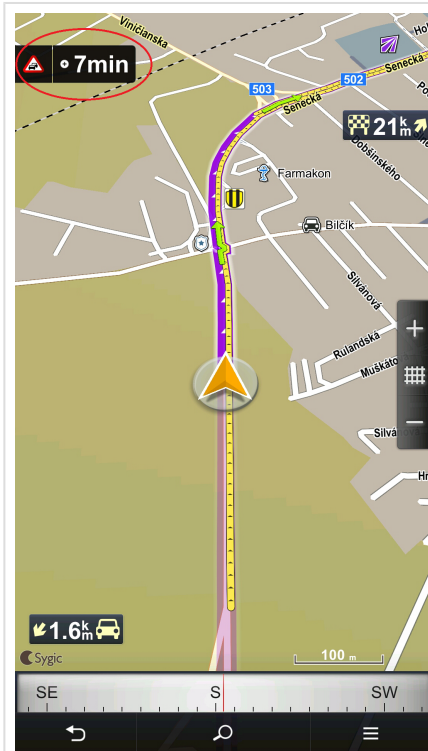
The screen will show you the **incidents ordered by their distance** from your current position(Pic.2). You can select which of them you want to avoid.

To select all the listed incidents, tap the **Avoid all on route** button(Pic.2). Incidents selected for avoidance are marked with a solid black circle.

To select individual incidents, first tap on the incident. To show its extension on the map, tap on **Show on map**, to avoid it **tap Avoid**.

(Pic.) **Extent of incident of the map**

(Pic.2) **List of Traffic incidents**



Premium Speed Cameras

Premium speed cameras are available as an **add-on feature** in Sygic GPS Navigation app and require **network connection**. You don't have to worry about getting a ticket with our on-going **monthly subscription** and you can cancel it anytime.

- **Real-time alerts**

Premium speed cameras are constantly updated with information about new mobile camera locations to **protect your wallet from speeding fines**. This way your Sygic GPS Navigation app warns you whenever a **new speed trap** appears on your route.

- **Customizable warnings**

For every type of camera you get a visual alert and a warning sound. You can set your own preferred alert sound that you will hear whenever you are in close proximity to a camera.

Premium Speed Cameras



How to buy Premium Speed Cameras Subscription(1 Month)

You can purchase the **monthly subscription** for **Premium Speed Cameras** via Sygic application by going to

Menu > Sygic Store > Premium Speed cameras > Buy.

Or you can visit our website to purchase. You can also find here some more information about the service here.

It is important to know that since this purchase is the monthly subscription, the **PayPal account is required**. Therefore you will need to create or use an existing PayPal account to successfully complete the purchase and to properly assign the license to your **Sygic account**.

Menu > Sygic Store > Premium Speed cameras > **Buy**



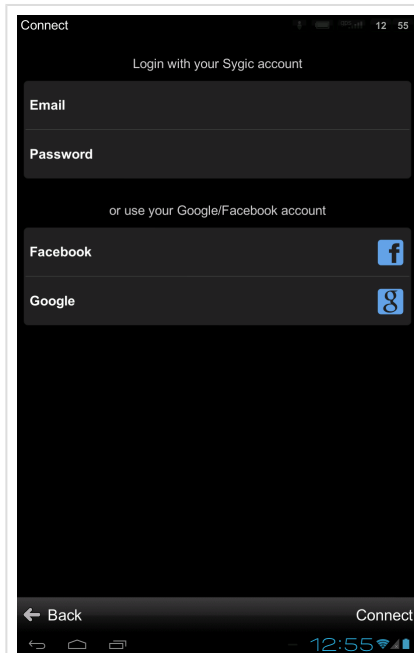
Please note: purchasing Premium Speed cameras won't give you a product code – the subscription will be bound to your Sygic account.

How to activate Premium Speed Cameras

Subscription of Premium Speed Cameras is bound to the email address used during purchase – the Sygic account.

To **activate/restore** your Premium Speed Cameras subscription, please, just log into the application: **Menu > Settings > Connection** and select the **Sygic account** to enter your email address and password.

Menu > Settings > **Connection**



Once you connect with your account to the application, the service **becomes active immediately**. Although you will not be able to see any indication directly on the map, don't worry, the service is running.

You can verify this by going to **Menu > Sygic Store**, where you will be able to see your licenses and activations.

Please note: *purchasing a Premium Speed Cameras subscription won't give you a product code – the subscription will be bound to your Sygic account*

Head up display

With **Head up display feature**, you are able to see all navigation instructions projected directly into your line of sight – **the windshield**.

Keep your attention on the road and **enjoy a safe & comfortable drive** at night.

Head up display



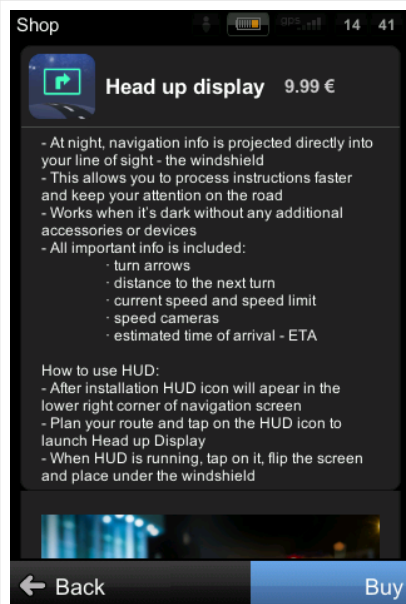
How to buy Head up display

You can purchase a **Head Up Display** feature via Sygic application by going to:

Menu > Sygic Store > Head Up Display > Buy and finish the purchase via **our mobile e-shop**.

Or you can visit [Sygic e-shop](#) via **computer** and make the purchase on our e-shop.

Menu > Sygic Store > Head Up Display > **Buy**



Please note: purchasing Head Up Display won't give you a product code – the feature will be bound to your Sygic account.

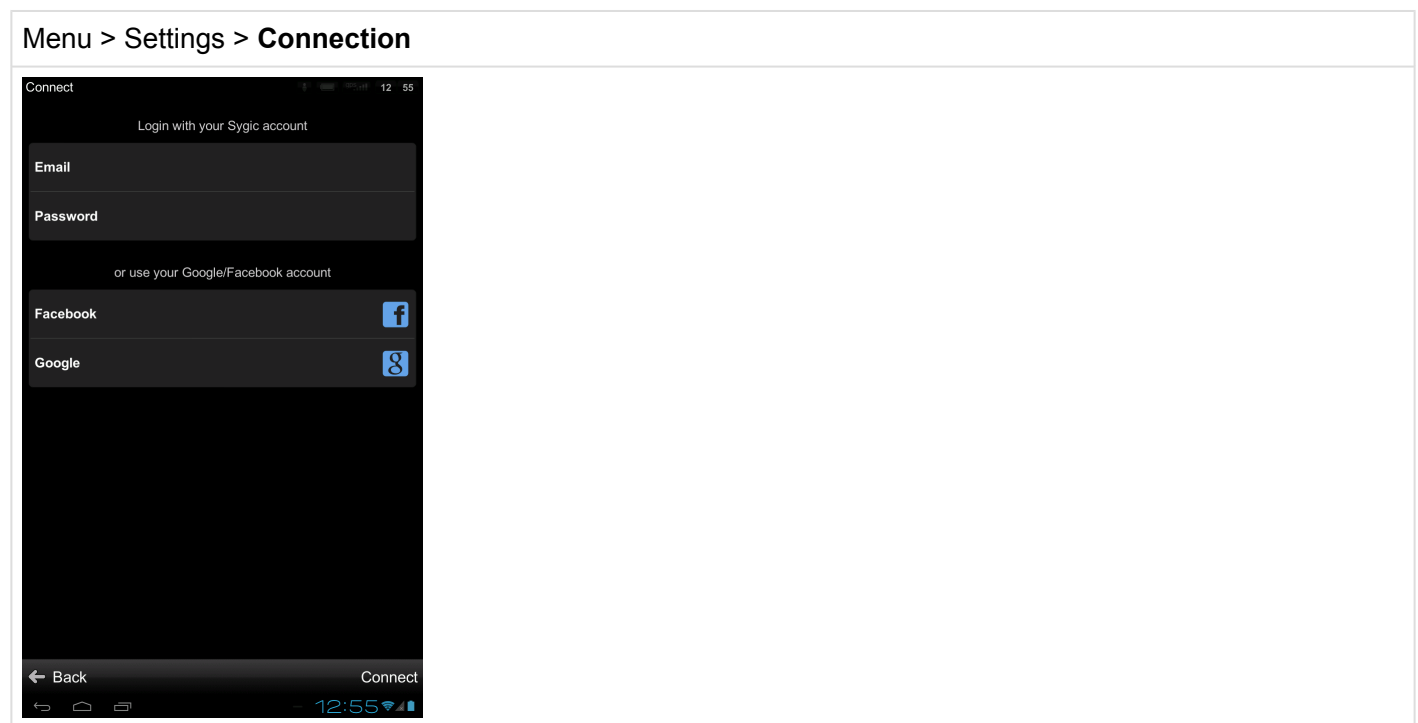
How to activate Head up display

Head up Display purchase is bound to the e-mail address you have used during purchase – your Sygic account.

To **restore/activate** your purchased Head up Display feature, please, log into the application by going to:

Menu > Settings > Connection

and selecting the Sygic account option to enter your e-mail address and your password.



After you successfully connect with your account, your purchases will be restored.

Now it is important to install Head up display feature. Please go to:

Menu > Sygic Store > Head up display > Install

This will install the feature in your Sygic and you will be able to use HUD by **tapping on the HUD icon** on the map view.

Menu > Sygic Store > Head up display > **Install**



Celebrity Voices

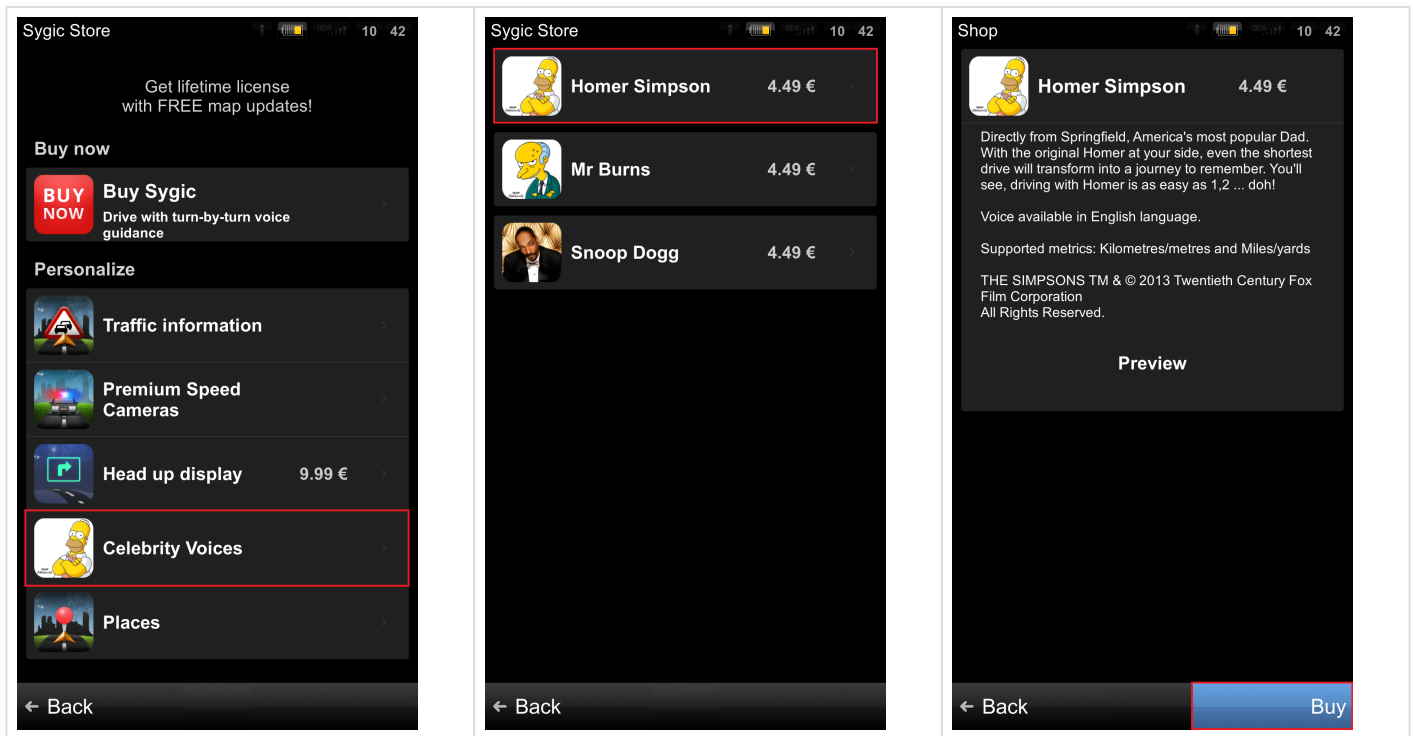
Let **Homer**, **Mr. Burns** or **Snoop Dogg** be your guide!



How to buy Celebrity Voices

You can purchase a Celebrity Voices in app by going to:

Menu > Sygic Store > Celebrity Voices



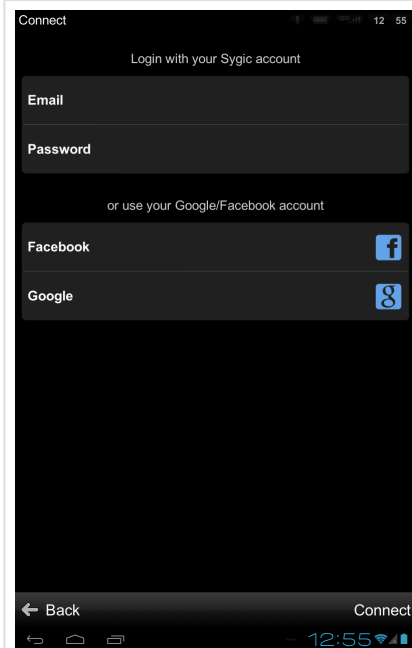
Please note: purchasing *Celebrity Voices* won't give you a product code – **the subscription will be bound to your Sygic account.**

How to activate Celebrity Voices

Celebrity voices license is bound to the e-mail address you have used during purchase (**your Sygic account**).

To access the subscription, please, log into the application: **Menu > Settings > Connection with your e-mail address** used during the purchase.

Menu > Settings > **Connection**



Troubleshooting

Dear customer,

if you are experiencing any issues with **Sygic GPS Navigation**, this category will help you solve it.

Please, choose your **type of issue** from the menu on the left side.

If you would not find proper solution in this **User Guide**, please contact our [Customer support](#) .

Acquiring GPS position

Your device may **lose GPS signal** under any of the following conditions:

- The device is in a **building, tunnel** or at a location where signals from the GPS satellites are **obstructed by buildings, trees, electric cables** or other objects.
- Device **system settings** may be set incorrectly
- On a smartphone/tablet device **location services** are turned off
- **Product settings** may be set incorrectly

If your device can't determine your current position you will be offered the following options:

- **Wait for valid position (Recommended)**
Your route will be calculated from your **current position** as soon as a valid GPS signal is available.
- **Last valid position**
Your route will be calculated from your **last known position** (i.e. where you were just before the device lost GPS signal).
- **Select from map**
Allows you to select any **starting point** for the route calculation.

If problem continues. please contact our [Customer support](#) .

Problem entering a destination

If you have trouble entering a destination in

Menu > Navigate to... > Address or POI

Please check if you have selected the correct country in

Menu > Navigate to... > Address or POI > Select country

The map for selected country or state may be missing on your device. Depending on your product configuration it may be possible to download missing map in:

Menu > Settings > Manage maps

or

Menu > Sygic Store > Manage maps

If problem continues, please contact our [Customer support](#).

Problem downloading maps on Android

Availability of **Manage maps** feature depends on your product configuration.

If you have trouble downloading maps, or if the download freezes, please check size of selected maps in:

Menu > Settings > Manage maps

or

Menu > Sygic Store > Manage maps

Make sure you have **sufficient free space** available on your device.

If there is enough space, but you are still unable to download maps, you can try deleting the **content.info** and **content.lic** files.

If problem continues please contact our [Customer support](#).

Frequent freezing and crashing on Android device

Please make sure that your device meets the **system requirement** specified at [this page](#).

If your device **does not meet** these requirements, please contact our [Customer support](#).

Depending on the specifications of your device an application downgrade may resolve the issue.

If your device **meets** these requirements, please try **uninstalling and reinstalling** the application.

If problems continue, please contact our [Customer support](#) .

Problem downloading application on Android

Please, make sure your **online connection** is stable, that you are not connected via proxy and your APN is not set to wap.

Then please go to:

Device settings > Applications > Google Play Store > Force close the app

Then try to download again.

If problems continue, please contact our [Customer support](#) .

Traffic is not working

Please, check if **online connection** is available.

Depending on your product configuration, **Traffic service** may or may not be a part of your license, in which case you have to purchase it separately.

If you purchased **Traffic in Sygic online shop** at www.sygic.com, please make sure that you are logged into the application with the same email that used to make your purchase.

To connect go to:

Menu > Settings > Connection

If problem continues. please contact our [Customer support](#) .

Blackscreen, the application stopped working

If the application was working but now there is a **black screen** when you try to launch it go to:

Device settings > Applications > Sygic > Clear data

Device settings > Applications > Sygic > Force close the app

Then try launching the application again.

If the application does not start, **uninstall and reinstall** the application.

If problem continues. please contact our [Customer support](#) .

Trouble downloading resources from Google Play

If you have trouble downloading application resources from **Google Play** go to:

Device settings > Applications > Sygic > Clear data

Device settings > Applications > Sygic > Force quit the app

Afterwards go to:

Device settings > Applications > Google Play Store > Clear data

Device settings > Applications > Google Play Store > Force quit the app

Then try to **download again**.

If problem continues. please contact our [Customer support](#) .

List of our video tutorials

See our new step-by-step **video guides** about installation and activation of **Sygic GPS Navigation** and its add-on features, such as **Traffic information**, **Head up Display** and **Celebrity voices**.

Our **video guides** are available to see also via [Sygic Youtube channel](#) .

How to purchase Sygic GPS Navigation on Android

How to install Sygic GPS Navigation on Android

How to purchase Real-Time Traffic subscription for Sygic Navigation

How to activate Real-Time Traffic Subscription on Android

How to install a Celebrity voice in Sygic Navigation

How to purchase Head-up display for Sygic Navigation

How to install Head-up display in Sygic Navigation
